Thames Processing Co. Ltd (TPCL)

TPCL is a provider of software solutions for a wide range of applications.
When software requirements definitions are obtained, the program development team generate the necessary codes and together with the instructions manuals, the end products are manufactured and packaged for the relevant customer sectors.

The company is also an exclusive dealer for various types of application software packages, such as micro-controller CAD packages, accounts packages, etc. developed and written by other software house companies.

Staff member to be interviewed: Production Manager

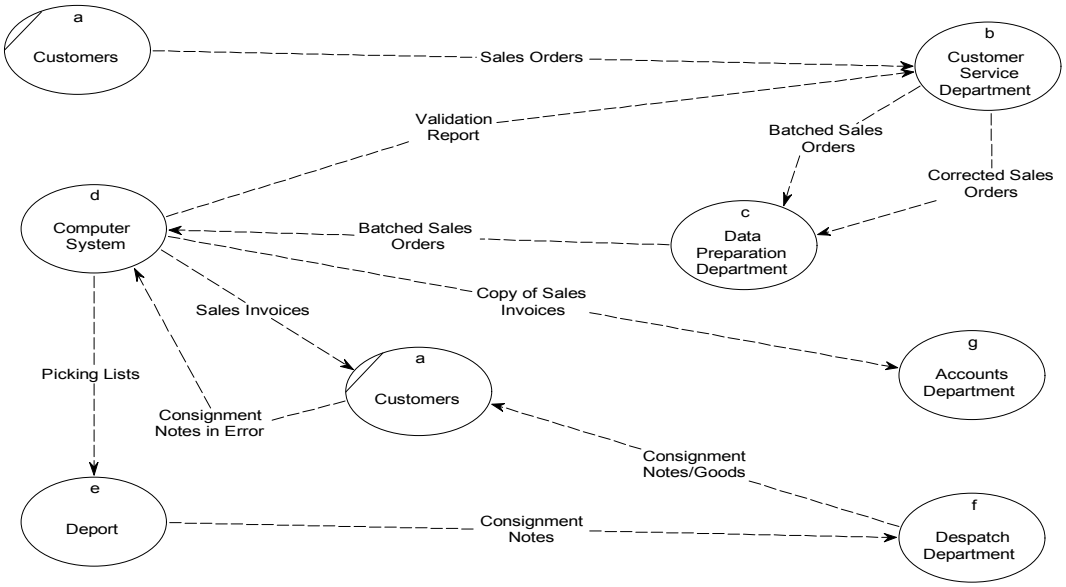
Questions:

1. Is there a document for the programming language used and instruction manuals?
2. What are disadvantages of the existing system?
3. What flow of documents throughout your company?
4. Can you explain your main documents used throughout your dealer?
5. What happens after the program is tested?
6. What documents are used for storing customers information?
7. Can you explain your problems you may have?
8. What documents do you use for the customers?
9. What documents do you use for the Customer Service Department?
10. What documents are used in the Data Preparation Department?

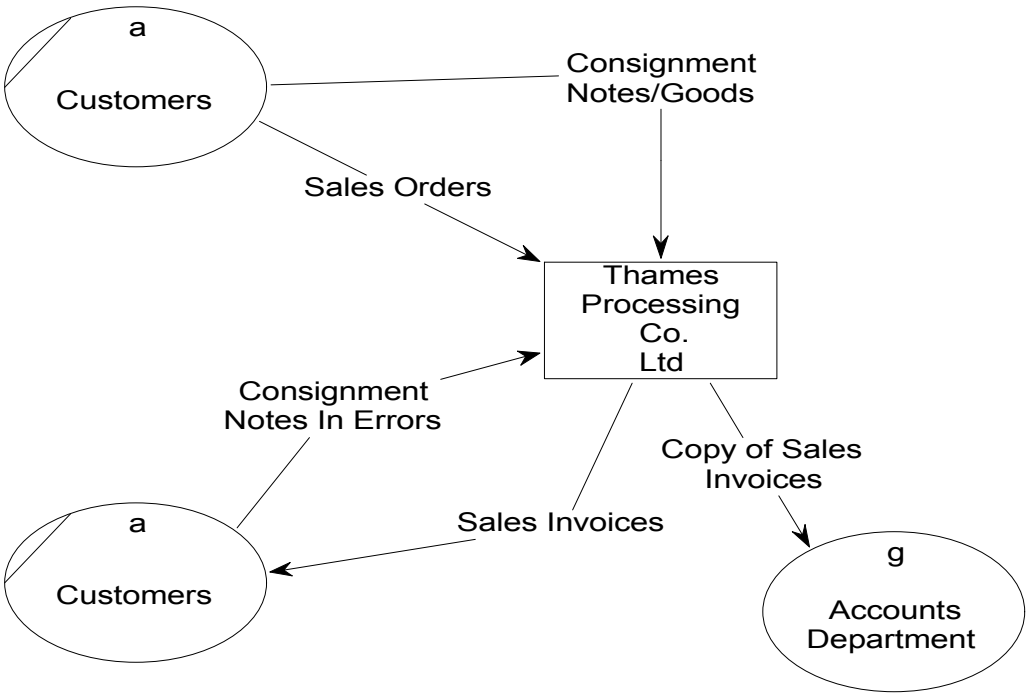
LIST OF DOCUMENTS WHICH FLOW FROM ONE PERSON OR PLACE TO ANOTHER

Document	Source	Recipients
Sales Order	Customers	Customer Service Department
Batched Sale Orders	Customer Service Department	Data Preparation Department
Validation Report	Data Preparation Department	Customer Service Department
Sales Order (Corrected)	Customer Service Department	Data Preparation Department
Picking Lists	Data Preparation Department	Deport
Consignment Notes	Deport	Despatch Department
Consignment Notes	Despatch Department	Customers
Consignment Notes (In Error)	Customers	Data Preparation Department (Computer System)
Sales Invoice	Data Preparation Department (Computer System)	Customers
Sales Invoice (Copy)	Data Preparation Department (Computer System)	Accounts Department

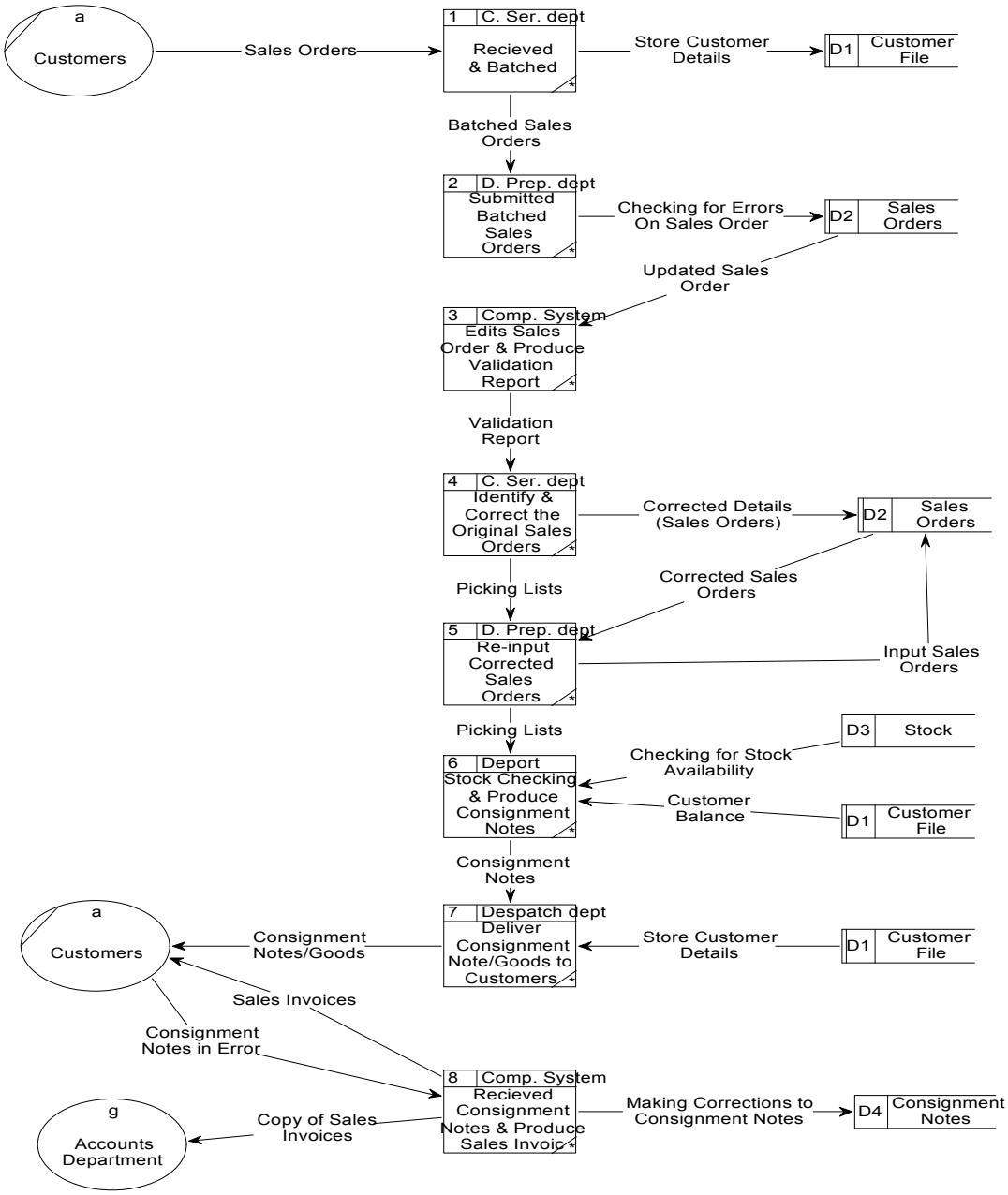
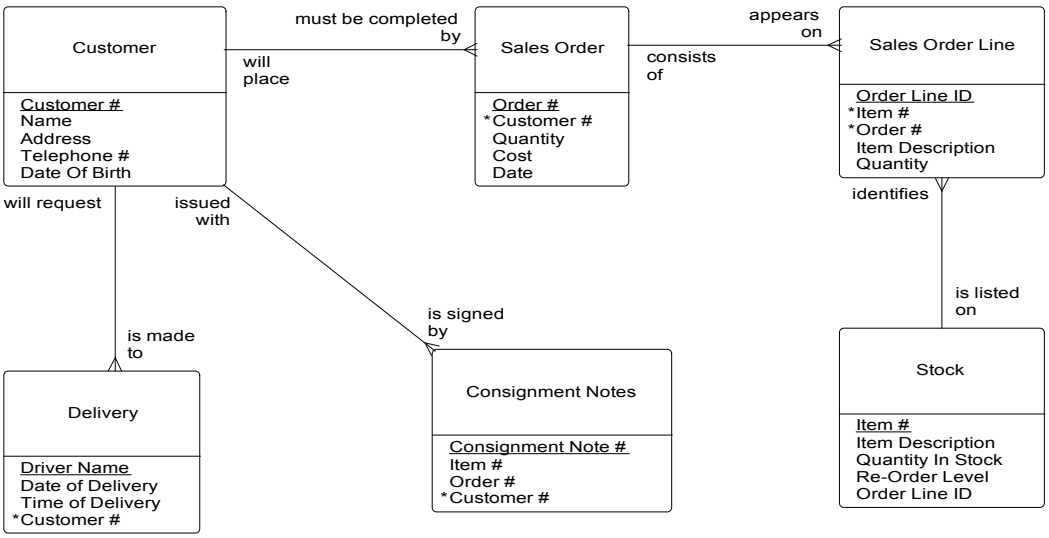
DOCUMENT FLOW DIAGRAM



CONTENT DIAGRAM



LEVEL 1 DFD


a
Customers
Sales Orders
1 C. Ser. dept
Recieved & Batched
Store Customer Details
D1 Customer File
Batched Sales Orders
2 D. Prep. dept
Submitted Batched Sales Orders
Checking for Errors On Sales Order
D2 Sales Orders
Updated Sales Order
3 Comp. System
Edits Sales Order & Produce Validation Report
Validation Report
4 C. Ser. dept
Identify & Correct the Original Sales Orders
Corrected Details (Sales Orders)
D2 Sales Orders
Picking Lists
Corrected Sales Orders
5 D. Prep. dept
Re-input Corrected Sales Orders
Input Sales Orders
Picking Lists
D3 Stock
Checking for Stock Availability
6 Deport
Stock Checking & Produce Consignment Notes
Customer Balance
D1 Customer File
Consignment Notes
a
Customers
Consignment Notes/Goods
7 Despatch dept
Deliver Consignment Note/Goods to Customers
Store Customer Details
D1 Customer File
Sales Invoices
Consignment Notes in Error
8 Comp. System
Recieved Consignment Notes & Produce Sales Invoic
Making Corrections to Consignment Notes
D4 Consignment Notes
g
Accounts Department
Copy of Sales Invoices

ENTITIES RELATIONSHIP DIAGRAM